

A message from Patrick Hughes President, FCHP Health Plan Operations

Here's a novel message for the day: All is not gloom and doom.

Yes, our country's financial health is in serious condition—and the ramifications are significant. Our economy is in uncharted waters. No one knows how long or how deep the current recession will be. Business owners are looking every which way to reduce expenses.



That's where Fallon Community Health Plan comes in—with real solutions for serious problems.

When it comes to health care coverage, Fallon Community Health Plan offers real choice to employers throughout Massachusetts. We know that, as tough as times are, employers don't want to reduce or eliminate the health care benefits they offer their employees. They care about "their people" and need to stay competitive, too, in the marketplace.

With FCHP's tiered network and extensive product portfolio, you can offer your clients and prospects many possibilities for matching benefits with still-affordable

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FCHP boosts fitness reimbursement

We were thrilled to notify you recently in a *Broker Edge Flash* that we have increased our It Fits! annual reimbursement amount to **\$400** (up from \$300) for families and to **\$200** (up from \$150) for individuals—**effective January 1, 2009**. Fallon Community Health Plan has one of the highest fitness reimbursements of any health plan in Massachusetts, which makes our popular It Fits! program an even more effective selling tool.

Also, we'll now reimburse for **race entry fees and hiking club fees** in 2009—great additions to our long list of eligible fitness activities. And, remember—FCHP members now can "**ski free**" with our recently added It Fits! reimbursement for ski lift tickets and season passes.

FCHP is continuing its strong and unique commitment to promoting healthy lifestyles among our members by helping them to afford their favorite fitness activities in this tough economy. This feature is part of our standard benefits package* for members of FCHP Direct Care, FCHP Select Care and Fallon Preferred Care. Details are available on our Web site, fchp.org.

As this year comes to an end, please remind your clients that FCHP members have until March 31, 2009, to submit their It Fits! reimbursement form for eligible 2008 activities.

* Reimbursement amount may vary by plan design and employer. ■

FCHP plan
designs for 2009!
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“ Ability is what you're capable of doing. Motivation determines what you do. Attitude determines how well you do it. ” — Lou Holtz

pricing. No matter where the business is, FCHP can deliver quality care and service close to home. Test us. We promise to work with you and your team to produce attractive, cost-competitive alternatives.

After all, our success to date has been driven by the confidence our brokers have placed in us. We know it's easier to weather the current economic ups and downs with people you can rely on. At FCHP, we'll work hard to meet your clients' changing needs and earn your continued confidence. We're in this together. I encourage you to talk with your FCHP sales executive to find out more. And thank you for placing your business with us.



FCHP offers integrated HRA solution

Fallon Community Health Plan is partnering with UltraBenefits to create a streamlined, easy-to-use Health Reimbursement Arrangement option designed to meet the needs of our large and mid-sized employer groups.

An HRA is an employer-owned account that is used to reimburse participating employees for qualified medical expenses paid out of pocket. Once set up, HRAs reimburse only those items (copayments, coinsurance, deductibles and services) identified and agreed to by the employer.

Unlike Health Savings Accounts (HSAs), which are tied to qualified high-deductible plans, an HRA can be created with **any FCHP plan design option**.

Integrated claims solution

FCHP has developed a unique HRA agreement with UltraBenefits, our wholly owned subsidiary that offers a

Our MCC and other plan design changes for January 1

Minimum creditable coverage

Fallon Community Health Plan has taken steps to ensure that all of our FCHP Direct Care, FCHP Select Care and Fallon Preferred Care group plans meet minimum creditable coverage. As of January 1, 2009, we will discontinue for all small groups any existing plans that don't have prescription drug coverage. Large groups may request them on a non-standard basis.

To replace these plans, FCHP is introducing new plan design options with a prescription drug coverage benefit of \$25/\$100/\$100. These plans mirror the non-prescription drug coverage plans in every other way. The higher Tier 2 and Tier 3 prescription drug copayment amounts allow members to meet required coverage at no additional premium cost. Existing small group FCHP members who currently don't have prescription drug coverage **will be switched automatically** to one of these corresponding new plans with drug coverage for January 1.

For fully-insured plans, FCHP will notify both the employers and their enrolled subscribers if existing coverage doesn't meet the MCC guidelines and describe our plan alternatives. For self-funded plans, we'll be notifying the employer only.

High-deductible plan changes

There are other changes for the new year as well. As of January 1, the out-of-pocket maximums for several of our Fallon Preferred Care high-deductible plans will increase **upon anniversary date**. Embedded deductibles and embedded out-of-pocket maximums (what any single family member is responsible for) on FCHP's qualified high-deductible plan design options also will change on January 1 due to 2009 IRS guidelines.

See our 2009 plan design changes at the end of this publication.

If you'd like more information on FCHP's January 1, 2009, changes, please call your sales representative at 1-800-333-2535. ■

variety of third-party administration services. Once an employee participant receives health care services, the provider submits a claim to FCHP. We then send UltraBenefits a weekly claims extract file of their HRA participants. If the service is covered under the HRA plan, UltraBenefits will automatically send payment to the provider or to the participant, depending on the HRA plan setup.

Very competitive fees

Working together with UltraBenefits, we're able to provide our employers a very competitive fee schedule:

\$4 per employee per month, \$750 setup fee and no annual renewal fee. Employer groups can, as always, choose their own HRA vendor instead of going with UltraBenefits. However, they will not benefit from the claims integration and these discounted prices.

Groups who elect UltraBenefits will contract directly with them and will receive separate bills from UltraBenefits and FCHP. An employer's FCHP account manager will help them through the HRA setup process. ■

FCHP network continues to broaden

Fallon Community Health Plan has an expansive provider network throughout the state and also offers access to 600,000 providers nationwide through the PHCS network. Still, we continue to negotiate and contract with new providers who complete or expand our service area. We're excited about new inroads we're making in the Brockton/Bridgewater area and the south coast (Plymouth, Fall River, New Bedford, etc.)—and hope to share the details with you soon.

In the western part of the state, we now have approximately 76% of providers credentialed in the Berkshire region and continue to add small-group and solo practitioners. Among the providers already accepting FCHP members are Berkshire Health Systems (including Berkshire Medical Center, Fairview Hospital and Berkshire Faculty Practice), East Mountain Medical, Lee Family Practice, Macony Pediatrics, Suburban Internal Medicine, Berkshire Medical Group, Pittsfield Medical Associates, Adams Internists, Williamstown

Medical Associates, North Adams Regional Hospital, and several other primary care and specialty groups.

For our Medicare Advantage plan in 2009, we expanded our Fallon Senior Plan™ HMO network to include all of Hampden County. This county, located in Massachusetts' Pioneer Valley, includes Springfield, Chicopee, Holyoke, Westfield and Agawam, among other cities and towns.

Effective January 1, members enrolled in Fallon Senior Plan's Medicare Advantage HMO plans (Saver, Standard and Plus) will have access to a significant number of providers in Hampden

County, including Hampden County Physicians Associates, RiverBend Medical Group, Mercy Hospital, Noble Hospital, Holyoke Medical Center, and a variety of other PCPs and specialists.

FCHP is committed to providing quality, affordable health care products to a broad population, and our ongoing service area expansion is one way in which we are achieving that goal. ■

Understanding our PPO network

Fallon Preferred Care, our PPO product, gives members access to a network that has more than 600,000 providers both regionally and nationally.

Fallon Community Health Plan directly contracts with thousands of FCHP Select Care providers in our service area who have agreed to provide health care services to Fallon Preferred Care members. In addition, we also contract with the nationwide MultiPlan and Private Healthcare Systems (PHCS) networks. If members choose any of these providers, they receive a higher in-network level of benefits and have no claims to file (**our in-network option**).

If PPO members elect to receive care from providers outside of these two

New doc finder at fchp.org

At the end of October, Fallon Community Health Plan introduced a new and improved "Find a doctor" tool on its Web site that will provide FCHP customers with a more effective and efficient process to search for providers.

The "Find a doctor" tool may be used to find primary care physicians, dentists, orthodontists, oral surgeons, eye doctors, specialists, and behavioral health providers. It is not used for tertiary providers with highly specialized services, hospitals, rehab centers, labs and other medical facilities.

Users of the "Find a doctor" tool are able to search by provider's name, network, state, distance from a ZIP code, specialty, provider's gender and provider's language.

You can check it out at fchp.org/FindPhysician/Search.aspx. ■

List billing approach no longer available

Due to minimal interest and the operational costs and complexities of list billing, FCHP has decided to discontinue this billing option, effective January 1, 2009. Groups currently using list billing will be converted to traditional (composite billing) at their anniversary renewal date in 2009. Please contact your retention sales representative for further information. ■

networks, it is considered our “out of network option.” They pay more out of pocket and may need to submit a claim for covered services they receive.

Our Fallon Preferred Care members get the coverage they want with maximum flexibility, no requirement to designate a primary care physician and no referrals for specialty care. In most cases, Fallon Preferred Care can be offered alongside any of FCHP’s other product offerings, including our HMOs—FCHP Select Care and FCHP Direct Care.

Benefits may vary by employer group and plan. ■

Summit ElderCare opens second location in Worcester

Summit ElderCare®, a Program of All-Inclusive Care for the Elderly sponsored by Fallon Community Health Plan, has opened a second Worcester site at 1369 Grafton St. The program, which provides families and caregivers with an attractive alternative to a nursing home placement, also has locations in Charlton and Leominster. The newly-constructed, 11,700-square-foot facility in Worcester will accommodate 100 program participants each day.

Richard Burke, FCHP’s Senior Care Services Division President, noted, “With this additional facility, we can increase our capacity to serve those in Central Massachusetts who would benefit from the personalized medical attention, coordinated geriatric care, in-home support services and insurance coverage offered by Summit ElderCare.”

For more information, call 1-800-698-7566 or visit summiteldercare.org. ■

HMO 101—a handbook for FCHP members

FCHP has written and published *HMO 101*, a helpful brochure that explains the basics of HMOs and helps our members to better understand the key concepts they should know. An idea generated by the FCHP Benefits Administrators Advisory Group, the brochure is being distributed primarily to the Human Resources staff of our employer groups to help them explain the HMO world to new employees. You’ll find the [brochure](#) in the broker section of our Web site, fchp.org. ■

FCHP news

- Our third annual **Golf FORE a Goal** tournament at Worcester Country Club on September 29 raised well over \$130,000! We’ll be traveling throughout the state to donate the money to more than 50 food pantries and hunger relief programs. Thank you to all who supported us!
- **FCHP’s 2008 Community Benefits Grants total more than \$128,000** to seven organizations for the support of innovative, community-based programs that provide preventive health and social services for young children or at-risk youth. We awarded grants to: Baby’s Breath, Inc. (Leicester); Boys & Girls Club of Worcester (Worcester); Home for Little Wanderers (Walpole); Massachusetts Citizens for Children (Boston); Mohegan Council, Inc., Boy Scouts of America (Worcester); Wayside Youth & Family Support Network (Framingham) and Western Massachusetts Labor Action (Pittsfield).
- FCHP was a presenting sponsor of the **New England Business Expo** hosted by the Worcester Regional Chamber of Commerce on October 22 at the DCU Center in Worcester. This expo is always the main event of the season, with thousands of businesses participating. FCHP had a central booth on the exhibit floor and a strong presence throughout the day’s activities. It was a great opportunity for us to network and reach out to prospects in our region.
- Fallon Senior Plan™ was the presenting sponsor of the **2008 Senior Spectacular** held October 21 at the DCU Center in Worcester. The free event, attended by more than 1,500 seniors and their caregivers, featured entertainment, workshops, exhibits and health screenings.
- Fallon Community Health Plan was honored in November by the *Worcester Business Journal* as one of its **2008 top-growth companies** in Central Massachusetts. FCHP was chosen as one of the not-for-profit companies in the region who is on the rise, based on revenue growth and other factors. ■



Broker Edge is published quarterly to provide the broker community with the latest Fallon Community Health Plan news and product facts, health care trends and marketplace information. E-mail your comments on *Broker Edge* to broker.services@fchp.org, or call Tina Aubin at 1-508-368-9986.

Plan design changes for January 1, 2009

Benefit	Premier		Premium Saver Inpatient Copayment Options						
	Premier I	Premier II	Premier Value*	Premium Saver I	Premium Saver II	Premium Saver Value I	Premium Saver Value II	Premium Saver Basic I	Premium Saver Basic II
	Comm Choice designation	N/A	N/A	Gold	N/A	N/A	N/A	N/A	N/A
Comm Choice network	N/A	N/A	Select Care	N/A	N/A	N/A	N/A	N/A	N/A
Office visit - wellness	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Office visit - PCP	\$10	\$10	\$15	\$15	\$15	\$20	\$20	\$25	\$25
Office visit - specialist	\$10	\$10	\$25	\$15	\$15	\$35	\$35	\$40	\$40
Prescriptions	\$10/\$25/\$45	\$25/\$100/\$100	\$10/\$25/ \$45	\$10/\$25/\$50	\$25/\$100/\$100	\$10/\$25/\$50	\$10/\$50/\$100	\$10/\$25/\$50	\$10/\$50/\$100
Emergency room	\$50	\$50	\$75	\$50	\$50	\$75	\$75	\$100	\$100
Inpatient hospital	Covered in full	Covered in full	\$100	\$250	\$250	\$500	\$500	\$1,000	\$1,000
Same-day surgery	Covered in full	Covered in full	\$100	\$125	\$125	\$250	\$250	\$500	\$500
Preventive services	Covered in full	Covered in full	Covered in full	Covered in full	Covered in full	Covered in full	Covered in full	Covered in full	Covered in full
Diagnostic services	Covered in full	Covered in full	Covered in full	Covered in full	Covered in full	Covered in full	Covered in full	Covered in full	Covered in full
Imaging (CAT, PET, MRI)	Covered in full	Covered in full	Covered in full	Covered in full	Covered in full	\$50	\$50	\$100	\$100
Routine dental	\$10	\$10	\$10	\$10	\$10	\$10	\$10	\$10	\$10
Chiropractic	\$10	\$10	\$15	\$15	\$15	\$20	\$20	\$25	\$25
HMO deductible	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PPO deductible	\$300/\$600 (OON)	PPO option not available	\$300/\$600 (OON)	\$300/\$600 (OON)	PPO option not available	\$400/\$800 (OON)	\$400/\$800 (OON)	\$500/\$1,000 (OON)	\$500/\$1,000 (OON)
HMO OOPM	\$1,000/\$2,000	\$1,000/\$2,000	\$1,000/\$2,000	\$1,000/\$2,000	\$1,000/\$2,000	\$2,000/\$4,000	\$2,000/\$4,000	\$2,500/\$5,000	\$2,500/\$5,000
PPO OOPM	\$2,500/\$5,000	PPO option not available	\$2,500/\$5,000	\$2,500/\$5,000	PPO option not available	\$2,500/\$5,000	\$2,500/\$5,000	\$2,500/\$5,000	\$2,500/\$5,000

Benefit	Premium Saver Deductible Options						Care Choice High-Deductible Options	
	Premium Saver 500	Premium Saver 1000	Premium Saver 2000	Premium Saver 2000/500 I	Premium Saver 2000/500 II	Care Choice 1250	Care Choice 2000	
Comm Choice designation	Silver	N/A	N/A	Bronze	N/A	N/A	N/A	
Comm Choice network	Direct Care Select Care	N/A	N/A	Direct Care Select Care	N/A	N/A	N/A	
Office visit - wellness	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Office visit - PCP	\$20	\$20	\$20	\$25	\$25	\$20 after ded.	\$20 after ded.	
Office visit - specialist	\$20	\$20	\$20	\$40	\$40	\$20 after ded.	\$20 after ded.	
Prescriptions	\$10/\$25/\$50	\$10/\$25/\$50	\$10/\$25/\$50	\$10/\$50/\$100	\$25/\$100/\$100	\$10/\$25/\$50 after ded.	\$10/\$25/\$50 after ded.	
Emergency room	\$100	\$100	\$100	\$100	\$100	\$100 after ded.	\$100 after ded.	
Inpatient hospital	Deductible	Deductible	Deductible	\$500 after ded.	\$500 after ded.	Deductible	Deductible	
Same-day surgery	Deductible	Deductible	Deductible	\$250 after ded.	\$250 after ded.	Deductible	Deductible	
Preventive services	Covered in full	Covered in full	Covered in full	Covered in full	Covered in full	Covered in full	Covered in full	
Diagnostic services	Deductible	Deductible	Deductible	Deductible	Deductible	Deductible	Deductible	
Imaging (CAT, PET, MRI)	Deductible	Deductible	Deductible	Deductible	Deductible	Deductible	Deductible	
Routine dental	\$10	\$10	\$10	\$10	\$10	\$10	\$10	
Chiropractic	\$20	\$20	\$20	\$25	\$25	\$20 after ded.	\$20 after ded.	
Deductible	\$500/\$1,000	\$1,000/\$2,000	\$2,000/\$4,000	\$2,000/\$4,000	\$2,000/\$4,000	\$1,250/\$2,500	\$2,000/\$4,000	
Embedded deductible	\$500	\$1,000	\$2,000	\$2,000	\$2,000	\$2,300	\$2,300	
HMO OOPM	\$2,000/ \$4,000	\$2,500/\$5,000	\$4,000/\$8,000	\$4,000/\$8,000	\$4,000/\$8,000	\$2,500/\$5,000	\$4,000/\$8,000	
HMO embedded OOPM	\$2,000	\$2,500	\$4,000	\$4,000	\$4,000	\$4,600	\$4,600	
PPO OOPM	\$4,000/\$8,000	\$4,000/\$8,000	\$5,000/\$10,000	\$5,000/\$10,000	PPO option not available	\$5,000/\$10,000	\$5,000/\$10,000	
PPO embedded OOPM	\$4,000	\$4,000	\$5,000	\$5,000	PPO option not available	\$5,000	\$5,000	

Benefits	Alternative PPO Options	
	Premium Saver 500 (90/70)	Premium Saver 1000 (80/60)
Comm Choice network	N/A	N/A
Office visit – wellness	\$0	\$0
Office visit – PCP	\$20	\$20
Office visit – specialist	\$20	\$20
Prescriptions	\$10/25/50	\$10/50/100
Emergency room	\$100	\$100
Inpatient hospital	10% coinsurance (after ded.)	20% coinsurance (after ded.)
Same-day surgery	10% coinsurance (after ded.)	20% coinsurance (after ded.)
Preventive services	Covered in full	Covered in full
Diagnostic services	10% coinsurance (after ded.)	20% coinsurance (after ded.)
Imaging (CAT, PET, MRI)	10% coinsurance (after ded.)	20% coinsurance (after ded.)
Routine dental	N/A	N/A
Chiropractic	\$20	\$20
Deductible	\$500/1,000	\$1,000/2,000
Embedded deductible	\$500	\$1,000
Out-of-pocket maximum	\$4,000/\$8,000	\$4,000/\$8,000
Embedded out-of-pocket maximum	\$4,000	\$4,000
Coinsurance	10%/30%	20%/40%